
Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,
Director of Operations*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



Convenient, Clean & Safe Roadside Accommodations

Percent of rest areas that meet our customers' convenience, cleanliness and safety needs

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of MoDOT customers concerning the convenience, cleanliness and safety of its rest areas. Expectations will provide insight to location of rest areas, lighting and security at rest areas as well as the overall cleanliness at the rest areas.

Measurement and Data Collection:

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin Fall of 2005

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Percent of commuter lots that meet our customers' convenience, cleanliness and safety needs

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of MoDOT customers concerning the convenience, cleanliness and safety of its commuter lots. Expectations will provide insight to location of commuter lots, lighting and security at commuter lots as well as the overall cleanliness at the commuter lots.

Measurement and Data Collection:

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin Fall of 2005

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Number of users of rest areas

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Stacy Armstrong, Roadside Management Supervisor

Purpose of the Measure:

This measure will track the number of vehicles entering the rest areas. It will also help the department better understand peak days and times visitors use rest areas. This information will help on staffing of the rest areas, peak days and months and possibly the truck-to-car ratio.

Measurement and Data Collection: Mechanical traffic counters have been placed at four locations across the state (Dearborn I-29, Wright City I-70, Conway I-44, and Bloomsdale I-55)

- Dearborn – I-29
- Wright City – I-70
- Conway – I-44
- Bloomsdale – I-55

The counts are for seven consecutive days per quarter and include both sides of the rest area for a total of eight counts. These counts will be compared to the counts from nearby permanent counters to determine the percent of vehicles entering the rest area from the mainline. Data will be available for the July 2005 Tracker

**Measure is Under
Development**

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Number of users of commuter parking lots

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the needs of the traveling public.

Measurement and Data Collection:

District Maintenance personnel will be counting the number of vehicles parked in each commuter lot on a quarterly basis. Central Office Maintenance will collect information from the districts to create a statewide report. Data collected will begin in May 2005 for reporting in the July 2005 Tracker.

**Measure is Under
Development**

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Number of truck customers that utilize rest areas

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure will track whether the truck parking lots at rest areas provided by the department are adequate for truck drivers. This measure will also report the number of trucks parking on ramps within 15 miles of the rest areas.

Measurement and Data Collection:

District Maintenance personnel will be counting the number of trucks parked at rest areas on nearby ramps on a monthly basis. Central Office Maintenance will collect the information from the districts to create a statewide report on a quarterly basis. Data collection will begin in May 2005 for reporting in the July 2005 Tracker.

**Measure is Under
Development**